CITY OF KENT POSITION DESCRIPTION

Position Inventory Number:					
Classification Specification: Cross Connection Control Assistant					
Salary Range: NR 29					
Position Description: <u>Cross Connection Control Assistant</u>					
Incumbent:					
Location: Public Works Operations – Water Division					

GENERAL PURPOSE:

Under the direction of the Water Superintendent, perform a variety of responsible, technical, clerical, and administrative duties in support of the City of Kent Cross Connection Control Program as required by Washington State Administrative Code 246-290-490.

Work is characterized by technical, administrative, and customer service duties associated with field backflow location inspections and responsibilities requiring substantial interpersonal contact in person, by telephone, and written correspondence. This incumbent is required to use independent judgment in applying a thorough knowledge of rules, regulations, policies, and procedures governed by Washington State Administrative Code 246-290-490 for Cross Connection Control programs; exercise a considerable amount of tact, patience, and courtesy in dealing with the City's personnel, customers, as well as other agencies and citizens; perform and be responsible for less complex field inspections and enforcement to relieve the Cross Connection Control Inspector of duties; and assist in implementing and maintaining inspection files and records. The incumbent may also be subject to highly agitated or stressful verbal communication from irate or disgruntled customers, contractors, and Backflow Assembly Testers.

Work is performed under general supervision. The supervisor defines objectives, priorities, and deadlines; and assists the incumbent with unusual situations, which do not have clear objectives or precedents. The incumbent plans and carries out assignments and handles problems and deviations in accordance with instructions, policies, procedures, and/or accepted practices. Work is evaluated for technical soundness and conformity to practice and policy.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Perform site visits/inspections with property managers, property owners, business owners, and facility maintenance personnel on various site inspections, cross connection prevention, backflow locations and installations, testing, and coordinate related correspondence.

Inspect facilities and other premises to identify actual or potential cross connections, and work with customers in a positive manner, taking corrective action to eliminate or protect the drinking water system from possible contamination.

Investigate water quality concerns where backflow is suspected.

Review engineering plans in order to locate backflows and ensure cross connection compliance and standards are met.

Maintain and update a list of acceptable backflow assembly testers in order to verify that the testers are properly certified.

Keep current records of all backflow preventer testing, air gaps installed in-lieu of approved backflow preventers, backflow assembly tester test kit calibration, and backflow assembly tester certification.

Resolve or research answers to customer questions or complaints regarding backflow assemblies, inspections, testing, and testers.

Communicate with the public as necessary; schedule inspections; investigate and resolve complaints; communicate with City departments and personnel and outside agencies to coordinate efforts and exchange information.

Send correspondence letters to customers as needed or on an annual basis requiring backflow assemblies installed on their property be tested and reports submitted to the City in a timely manner.

Perform field location inspections for deficiencies or correctness of installed backflow preventers and keep current records of those locations.

Assist in maintaining the computerized cross connection control program and database to track all inspections within the City and franchised areas.

Assist the Cross Connection Control Inspector in preparing annual reports to the Washington State Department of Health regarding the progress of the City's Cross Connection Control program.

Become familiar with, follow, and actively support the vision, mission, values, and behavior statements of the department and the City.

PERIPHERAL DUTIES:

Perform related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

KNOWLEDGE OF:

- Municipal organization, operations, policies, and objectives
- Correct English grammar, spelling, punctuation, and vocabulary
- Technical aspects of field of specialty

- Recordkeeping techniques
- Basic administrative research methods and practices
- Telephone techniques and etiquette
- Cross Connection Control Programs and correct inspection procedures
- City codes, WAC 246-290-490 (as amended), and other applicable regulations regarding backflow assemblies and backflow protection
- Backflow assembly testing procedures and various types of backflow preventers and their installation and correct application.

SKILLED IN:

- Demonstrating effective interpersonal skills using tact, patience, and courtesy
- Using proper telephone techniques and etiquette to properly assist a diverse assortment of inquiries and persons
- Inspecting facilities and other premises to identify actual or potential cross connections, and working with customers in a positive manner, on taking corrective action to eliminate or protect the drinking water system from possible contamination.
- Using tact, patience, and courtesy in obtaining compliance from property owners faced with very costly or disruptive implementation of required corrective measures.
- Composing, assembling, and editing correspondence, diverse data, letters, memoranda, reports, etc.
- Applying the modern office practices, procedures and equipment including personal computers and related software such as data base programs, word processing and spreadsheet programs to assigned tasks
- Maintaining interrelated files and records
- Understanding and following oral and written directions
- Communicating effectively orally and in writing

ABILITY TO:

- Perform technical, clerical, customer service, and administrative duties in order to relieve the Cross Connection Control Inspector(s)
- Establish and maintain effective and cooperative working relationships with others
- Plan and organize work to meet schedules and timelines
- Analyze situations accurately and adopt an effective course of action
- Work independently with minimum direction
- Read and comprehend business correspondence, policies, and procedures
- Add, subtract, multiply, and divide quickly and accurately
- Compute rate, ratio, and percent and draw and interpret bar graphs
- Apply common sense understanding to carry out instructions furnished in written, oral, or diagram form
- Operate a variety of office equipment including computer terminal
- Complete work with many interruptions
- Understand plumbing, backflow assembly testing procedures, and installation practices
- Read and interpret construction drawings, plans, and specifications
- Observe legal and defensive driving practices

EDUCATION AND EXPERIENCE REQUIRED:

Education: High school diploma, or equivalent, supplemented by some college level

course work or training in public or business administration or a related

field; and

Experience: One (1) year of increasingly responsible administrative, inspection, and/or

customer service support experience and one (1) year of water utility

experience.

Or: In place of the above requirements, the incumbent may have any

equivalent combination of relevant education and experience which would demonstrate the individual's knowledge, skill, and ability to perform the

essential duties listed above.

LICENSES AND OTHER REQUIREMENTS:

 Washington State Driver's License, or the ability to obtain within thirty (30) days of employment

- Confined space entry certification within six (6) months of employment
- Washington State Department of Health Water Distribution Manager 1 Certification
- Cross Connection Specialist Certification
- New employees must successfully pass the City's pre-employment driver's records check; successfully complete the City's Defensive Driving Course; and all employees must maintain an excellent driving record
- Backflow Assembly Tester (BAT) Certification is preferred
- Subject to a Washington State Patrol background inquiry pursuant to RCW 43.43.832

MACHINES, TOOLS, AND EQUIPMENT USED:

Typical business office machinery and equipment including, but not limited to, personal computer including database program, spreadsheet and word processing software, printer, telephone, fax machine, copy machine, calculator, scanner, and projector.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit for extended periods of time; use hands to finger, handle, or feel; talk; and hear. The employee is frequently is required to reach with hands and arms, to stand; walk; climb or balance; and stoop, kneel, crouch, or crawl. The incumbent is frequently required to lift and/or move up to 50 pounds and occasionally required to lift and/or move up to 100 pounds with assistance.

Specific vision abilities required by this job include close, distance, color, and peripheral

vision; depth perception; and the ability to adjust focus.

WORKING CONDITIONS:

Revised: 08/15/02; 6/16/08

Work is performed in an indoor/outdoor field environment and in an indoor office environment. While performing the duties of this job, the employee is regularly exposed to moving mechanical parts and high, precarious places. The employee is frequently exposed to fumes or airborne particles, confined or enclosed spaces, outside weather conditions, and risk of electrical shock. The employee is occasionally exposed to vibration. The incumbent is subject to driving from site to site, and may be exposed to individuals who are irate or hostile. The noise level in the work environment is usually moderate in the office and loud in the field.

SIGNATUR	ES:			
Incumbent's Signature		Date	Supervisor's Signature	Date
Approval:				
Director/Designee's Signature		 Date	Employee Services Director/Design	ee Date
** Note:	This document will be reviewed and updated yearly at time of employe performance appraisal; when position becomes vacant; or, if position' duties are changed significantly.			